

CITY OF WICHITA PARK & RECREATION REFUND AND CANCELLATION POLICY

SATISFACTION GUARANTEED! You are important to us! Wichita Park & Recreation is committed to excellence by providing high-quality programs and services for you. If you or a family member is not satisfied with a class, program or activity offered by the City, let us know your concerns in writing. We will arrange for one of the following. You may:

- Repeat the program at no additional charge.
- Receive a credit that may be applied to another activity.
- Receive a refund (allow 4 weeks to process) A partial refund may be given to programs with supply, lab or reservation fees.

BETTER CUSTOMER SERVICE! To facilitate prompt, effective customer response and service, Wichita Park & Recreation is offering e-mail confirmation receipts to those customers with e-mail addresses in our records. Please provide your e-mail address to make the registration and receipt process faster, easier, and more accurate. We will continue to mail paper receipts via the U.S. Postal Service for those without e-mail if requested.

POLICIES

It is the policy of this department to promote customer satisfaction for all programs and services. The following policies pertain to all Recreation programs unless otherwise noted in the program description.

1. **MINIMUM ENROLLMENT.** If Wichita Park & Recreation Department cancels a program, or changes a location or time and you cannot attend, or if the program is full, you will receive a full credit on your Recreation Account or refund if you request it; no administrative fee will be deducted.
2. **REFUNDS:** Wichita Park & Recreation will not issue refunds, except for classes cancelled or changed by Wichita Park & Recreation, without a written request received in the office by mail, e-mail, or fax. Refunds follow the City's Finance Department payment schedule and take approximately 30 days to process. Please note that the \$1 convenience fee paid when registering online is non-refundable as this fee helps partially recover fees and other expenses.
3. **RECREATION PROGRAMS.** Due to financial commitments we must make before activities begin, the participant must notify Wichita Park & Recreation Department at least two days (48 hours) prior to the starting date to cancel enrollment in a class or activity.
 - If your written withdrawal request is received more than two days (48 hours) before the start date of the program, you will receive a full credit to your Recreation Account to be used for a registration at a later date. A refund in the form of a check or bank card is subject to a \$5 administrative fee.
 - If your written request is received less than two days (48 hours) prior to the start of the program, you will be charged a \$5 administrative fee and you may receive no refund or only a partial refund based on the number of students enrolled and any supply costs incurred on your behalf.
 - If we do not receive your written request before the start of the class or activity, no Recreation Account credit or refund will be issued.
 - At any time after the first class, partial credit to your Recreation Account will be allowed if you present a statement from your health care provider that states you are unable to finish the class.
 - The only exception will be with Athletic Sports Leagues. After the start of the league, **neither refunds nor** proration of the league fees will be granted.
4. **CREDITS:** Credits on your Recreation Account will be available until the end of each calendar year, at which time a refund will be issued less a \$5 administrative fee.